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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No.: 09/737,494

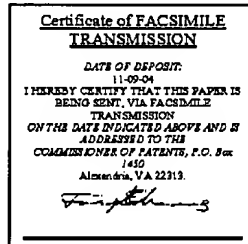
Filed: 12/15/2000

For: **APPARATUS AND SYSTEMS FOR
MEASURING, MONITORING, TRACKING
AND SIMULATING ENTERPRISE
COMMUNICATIONS AND PROCESSES**

Art Unit: 2163

Examiner: Ingberg, Todd D.

Atty Dkt.: 78-00



Commissioner of Patents
Alexandria, VA 22313

AMENDMENT AND RESPONSE

Sir:

This is in response to the Office Action dated 10/21/04 and is being timely filed within the three month shortened statutory period for response.

Reconsideration and allowance of the application is respectfully solicited based on the remarks set forth herein.

Amendments to the Specification begin on page 3 of this paper.

Amendments to the Drawings begin on page 4 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 5 of this paper.

Remarks/Arguments begin on page 16 of this paper.

11/12/2004 MAHNE1 00000010 09737494

01 FC:2201 44.00 OP
02 FC:2202 144.00 OP

An Appendix including amended drawing figures is attached following the final page of this paper.